Company Name:	The Volcano Telephone Co.	U#: 1019	Report Year:	<b>2016</b>
Reporting Unit Type:	✓ Total Company ☐ Exchange ☐ Wire Center	Reporting Unit Name:	Total Company	

	Mossurament (Compi	le monthly, file quarterly)		Date filed (05/15/2016)	)	(	Date filed (08/15/2016)	)		Date filed (11/15/2016)	)		Date filed (02/15/2017	)
	weasurement (Compi	ie monthly, me quarterly)		1st Quarter		2	2nd Quarter	r	3rd Quarter			4th Quarter		
			Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Inct	allation Interval	Total # of business days	56	59	71	50	122	71	103	91	96			
	standard = 5 bus. days	Total # of service orders	49	40	53	53	63	55	63	63	62			
IVIII I.	Standard = 5 bus. days	Avg. # of business days	1.1	1.5	1.3	0.9	1.9	1.3	1.6	1.4	1.5			
		Total # of installation commitments	408	355	388	403	432	535	464	563	468			
Insta	allation Commitment	Total # of installation commitment met	408	355	388	403	432	535	464	563	468			
Min.	standard = 95% commitment met	Total # of installation commitment missed	0	0	0	0	0	0	0	0	0			
		% of commitment met	100.000%	100.000%	100.000%	100.000%	100.000%	100.000%	100.000%	100.000%	100.000%			
Cus	tomers	Acct # for voice or bundle, res+bus								9213	9174			
Cus	tomer Trouble Report													
	•	Total # of working lines	9594	9590	9583	9596	9588	9572	9538	9564	9548			
l _	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of trouble reports	24	20	29	27	12	24	30	23	28			
ard	w/ ≥ 3,000 lines)	% of trouble reports	0.003	0.002	0.003	0.003	0.001	0.003	0.003	0.002	0.003			
Standard	8% (8 per 100 working lines for units	Total # of working lines												
ţa	w/ 1,001 - 2,999 lines)	Total # of trouble reports												
	W/ 1,001 - 2,999 lines)	% of trouble reports												
Min.	10% (10 per 100 working lines for	Total # of working lines												
	units w/ ≤ 1,000 lines)	Total # of trouble reports												
	units w/ \(\frac{1}{2}\) 1,000 lines)	% of trouble reports												
		Total # of outage report tickets	16	12	20	102	38	21	21	17	16			
	Adjusted	Total # of repair tickets restored in ≤ 24hrs	11	12	16	89	23	17	16	14	11			
	Out of Service Report	% of repair tickets restored ≤ 24 Hours	0.688	1.000	0.800	0.873	0.605	0.810	0.762	0.824	0.688			
	Min. standard = 90% within 24 hrs	Sum of the duration of all outages (hh:mm)	368.54	189.39	391.86	1729.25	1620.24	406.94	541.53	248.61	250.75			
	Will. Standard = 90 /6 Within 24 ms	Avg. outage duration (hh:mm)	23.03	15.78	19.59	16.95	42.64	19.38	25.79	14.62	15.67			
		Indicate if catastrophic event is in month								No	No			
		Total # of unadjusted outage report tickets							21.00	17.00	16.00			
Una	djusted	Total # of all repair tickets restored in ≤ 24hrs							16.00	14.00	11.00			
Out	of Service Report	% of all repair tickets restored ≤ 24 Hours							0.76	0.82	0.69			
		Sum of the duration of all outages (hh:mm)							541.53	248.61	250.75			
		Avg. unadjusted outage duration (hh:mm)							102.41	58.09	56.69			
Ref	ınds	Number of customers who received refunds							0.00	0.00	0.00			
IV <del>C</del> IL	iiius	Monthly amount of refunds							0.00	0.00	0.00			
Ans	wer Time (Trouble Reports, Billing &													
	-Billing) Min. standard = 80% of calls ≤	Total # of calls for TR, Billing & Non-Billing	3062	2591	2672	3006	2858	2380	2165	2528	2571			<u> </u>
	econds to reach live agent (w/ a menu	Total # of call seconds to reach live agent	183720	155460	160320	180360	171480		129900	151680	154260			<u> </u>
option to reach live agent)		% ≤ 60 seconds	84%	88%	84%	81%	85%	83%	84%	83%	82%			
option to reach live agent)														

**Primary Utility Contact Information** 

Name: Rick L. McCarley	Phone: (209) 296-1435	Email: rickm@volcanotel.com
Date Adopted: 7/28/09  Date Revised: 12/08/09 (Corrects typographical errors)		

Date Revised: 12/08/09 (Corrects typographical errors)

Date Revised: 05/04/10 (Added new lines and changed terms to reflect requirements of G.O.133-C)

Date Revised: 09/15/15 (Added new rows to reflect requirements of G.O. 133-D)

John Lundgren, VP

Signature:

Company Name:	The Volcano Telephone Co.	U#: 1019	Report Year: 2016
Reporting Unit Type:	☐ Total Company ☑ Exchange ☐ Wire Center	Reporting Unit Name:	Kirkwood 258

Measurement (Compile monthly, file quarterly)		Date filed (05/15/2016)			Date filed (08/15/2016)			Date filed (11/15/2016)			Date filed (02/15/2017)			
	modedi omoni (oompi	io monuny, mo qualitorry,	_	1st Quarter		2nd Quarter			3rd Quarter			4th Quarter		
	T <del>+</del>		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Insta	Illation Interval	Total # of business days	2	1	1	0	4	7	3	0	10			
	standard = 5 bus. days	Total # of service orders	2	1	1	0	3	6	3	2	2			
Will. Stalldard = 0 bds. ddys		Avg. # of business days	1.0	1.0	1.0	0.0	1.3	1.2	1.0	0.0	5.0			
	Total # of installation commitments		12	10	14	32	52	122	110	148	103			
Insta	Illation Commitment	Total # of installation commitment met	12	10	14	32	52	122	110	148	103			1
Min.	standard = 95% commitment met	Total # of installation commitment missed	0	0	0	0	0	0	0	0	0			
		% of commitment met	100.000%	100.000%	100.000%	100.000%	100.000%	100.000%	100.000%	100.000%	100.000%			
Cust	omers	Acct # for voice or bundle, res+bus								656	634			
Cust	omer Trouble Report													
	60/ (6 per 100 working lines for write	Total # of working lines												
	6% (6 per 100 working lines for units	Total # of trouble reports												
ırd	w/ ≥ 3,000 lines)	% of trouble reports												
ρυ	00/ /0 400 41 11 5 11	Total # of working lines												
Standard	8% (8 per 100 working lines for units	Total # of trouble reports												
	w/ 1,001 - 2,999 lines)	% of trouble reports												
Min.	100/ (10 per 100 working lines for	Total # of working lines	711	713	713	706	702	703	679	695	693			
_	10% (10 per 100 working lines for	Total # of trouble reports	2	2	0	0	0	2	5	6	8			
	units w/ ≤ 1,000 lines)	% of trouble reports	0.003	0.003	0.000	0.000	0.000	0.003	0.007	0.009	0.012			
		Total # of outage report tickets	1	1	1	1	2	3	5	0	5			
	Adiusted	Total # of repair tickets restored in ≤ 24hrs	1	1	1	1	1	3	3	0	1			
	Adjusted	% of repair tickets restored ≤ 24 Hours	1.000	1.000	1.000	1.000	0.500	1.000	0.600	0.000	0.200			
	Out of Service Report	Sum of the duration of all outages (hh:mm)	4.52	17.94	1.28	0.76	184.41	22.67	187.92	0.00	102.31			
	Min. standard = 90% within 24 hrs	Avg. outage duration (hh:mm)	4.52	17.94	1.28	0.76	92.21	7.56	37.58	0.00	20.46			
		Indicate if catastrophic event is in month								No	No			
		Total # of unadjusted outage report tickets							5.00	0.00	5.00			
Una	djusted	Total # of all repair tickets restored in ≤ 24hrs							3.00	0.00	1.00			
Out	of Service Report	% of all repair tickets restored ≤ 24 Hours							0.600	0.000	0.200			
	•	Sum of the duration of all outages (hh:mm)							187.92	0.00	102.31			
		Avg. unadjusted outage duration (hh:mm)							37.58	0.00	20.46			
Refu	nde	Number of customers who received refunds							0.00	0.00	0.00			
Retu	iius	Monthly amount of refunds							0.00	0.00	0.00			
Anci	ver Time (Trouble Reports, Billing &													
	Billing) Min. standard = 80% of calls ≤	Total # of calls for TR, Billing & Non-Billing												
	•	Total # of call seconds to reach live agent												
60 seconds to reach live agent (w/ a menu		% ≤ 60 seconds												
option to reach live agent)			-	-									-	

**Primary Utility Contact Information** 

Name: Rick L. McCarley	Phone: (209) 296-1435	Email: rickm@volcanotel.com
Name. Rick L. McCarley	Phone. (209) 290-1435	Email. lickin@voicanotei.com

Date Adopted: 7/28/09

Date Revised: 12/08/09 (Corrects typographical errors)

Company Name:	The Volcano Telephone Co.	U#: <u>1019</u>	Report Year: 2016
Reporting Unit Type:	☐ Total Company ☑ Exchange ☐ Wire Center	Reporting Unit Name:	Pine Grove 296

Measurement (Compile monthly, file quarterly)			Date filed (05/15/2016	,		Date filed (08/15/2016	,		Date filed (11/15/2016	,	Date filed (02/15/2017)			
	mododiomoni (oompi	io monuny, mo qualitorry,	1st Quarter		2nd Quarter			3rd Quarter			4th Quarter			
		<u></u>	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Insta	allation Interval	Total # of business days	20	13	29	26	40	20	39	30	31			
	standard = 5 bus. days	Total # of service orders	19	12	24	24	23	15	22	21	17			
		Avg. # of business days	1.1	1.1	1.2	1.1	1.7	1.3	1.8	1.4	1.8			
		Total # of installation commitments	131	103	121	123	117	136	122	138	122			
	allation Commitment	Total # of installation commitment met	131	103	121	123	117	136	122	138	122			
Min.	standard = 95% commitment met	Total # of installation commitment missed	0	0	0	0	0	0	0	0	0			
Ì		% of commitment met	100.000%	100.000%	100.000%	100.000%	100.000%	100.000%	100.000%	100.000%	100.000%			
Cust	tomers	Acct # for voice or bundle, res+bus								3367	3360			
Cust	tomer Trouble Report													
	69/ (6 per 100 working lines for units	Total # of working lines	3630	3630	3631	3642	3634	3626	3632	3628	3621			
_	6% (6 per 100 working lines for units	Total # of trouble reports	6	8	17	13	2	9	15	8	13			
ard	w/ ≥ 3,000 lines)	% of trouble reports	0.002	0.002	0.005	0.004	0.001	0.002	0.004	0.002	0.004			
کور	00/ (0 400	Total # of working lines												
Standard	8% (8 per 100 working lines for units	Total # of trouble reports												
	w/ 1,001 - 2,999 lines)	% of trouble reports												
Min.	10% (10 per 100 working lines for	Total # of working lines												
	` '	Total # of trouble reports												
	units w/ ≤ 1,000 lines)	% of trouble reports												
	•	Total # of outage report tickets	6	3	7	79	15	8	3	11	3			
	Adjusted	Total # of repair tickets restored in ≤ 24hrs	5	3	6	69	10	6	3	10	3			
	Out of Service Report	% of repair tickets restored ≤ 24 Hours	0.833	1.000	0.857	0.873	0.667	0.750	1.000	0.909	1.000			
	•	Sum of the duration of all outages (hh:mm)	70.65	31.69	122.78	1441.37	357.29	234.00	75.85	102.21	67.10			
Ì	Min. standard = 90% within 24 hrs	Avg. outage duration (hh:mm)	11.77	10.56	17.54	18.25	23.82	29.25	25.28	9.29	22.37			
		Indicate if catastrophic event is in month								No	No			
		Total # of unadjusted outage report tickets							3.00	11.00	3.00			
Una	djusted	Total # of all repair tickets restored in ≤ 24hrs							3.00	10.00	3.00			
Out	of Service Report	% of all repair tickets restored ≤ 24 Hours							1.000	0.909	1.000			
		Sum of the duration of all outages (hh:mm)							75.85	102.21	67.10			
		Avg. unadjusted outage duration (hh:mm)							25.28	9.29	22.37			
Refu	ınde	Number of customers who received refunds							0.00	0.00	0.00			
Keit	inus	Monthly amount of refunds							0.00	0.00	0.00			
Anci	wer Time (Trouble Reports, Billing &													
	-Billing) Min. standard = 80% of calls ≤	Total # of calls for TR, Billing & Non-Billing												
	econds to reach live agent (w/ a menu	Total # of call seconds to reach live agent												
		% ≤ 60 seconds												
option to reach live agent)				-			-			· -			-	

**Primary Utility Contact Information** 

Name: Rick L. McCarley	Phone: (209) 29	6-1435 Email: rickm@volcanotel.com
	1 (200) 20	

Date Adopted: 7/28/09

Date Revised: 12/08/09 (Corrects typographical errors)

Company Name:	The Volcano Telephone Co.	U#: 1019	Report Year: 2016
Reporting Unit Type:	☐ Total Company ✓ Exchange ☐ Wire Center	Reporting Unit Name:	Pioneer 295

	Measurement (Compi	ile monthly, file quarterly)	Date filed (05/15/2016) 1st Quarter			Date filed (08/15/2016) <b>2nd Quarter</b>			Date filed (11/15/2016) <b>3rd Quarter</b>			Date filed (02/15/2017) 4th Quarter		
			Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Inct	allation Interval	Total # of business days	24	34	23	15	48	19	49	41	32			
	standard = 5 bus. days	Total # of service orders	20	17	14	20	20	21	29	24	27			
IVIII I.	Standard = 5 bus. days	Avg. # of business days	1.2	2.0	1.6	0.8	2.4	0.9	1.7	1.7	1.2			
		Total # of installation commitments	169	137	143	157	170	186	149	171	153			
Insta	allation Commitment	Total # of installation commitment met	169	137	143	157	170	186	149	171	153			
Min.	standard = 95% commitment met	Total # of installation commitment missed	0	0	0	0	0	0	0	0	0		İ	
		% of commitment met	100.000%	100.000%	100.000%	100.000%	100.000%	100.000%		100.000%	100.000%			
Cus	tomers	Acct # for voice or bundle, res+bus								3500	3494			
	tomer Trouble Report													
	,	Total # of working lines	3535	3535	3528	3531	3527	3525	3521	3532	3530			
	6% (6 per 100 working lines for units	Total # of trouble reports	14	4	11	12	9	9	7	8	6			ĺ
<u>r</u>	w/ ≥ 3,000 lines)	% of trouble reports	0.004	0.001	0.003	0.003	0.003	0.003	0.002	0.002	0.002			ĺ
β	00/ (0 400 410 110	Total # of working lines												
Standard	8% (8 per 100 working lines for units	Total # of trouble reports												
	w/ 1,001 - 2,999 lines)	% of trouble reports												
Min.	400/ (40 per 400 working lines for	Total # of working lines												
_	10% (10 per 100 working lines for	Total # of trouble reports												
	units w/ ≤ 1,000 lines)	% of trouble reports												
		Total # of outage report tickets	4	4	6	4	12	5	8	3	2			
	Adinatad	Total # of repair tickets restored in ≤ 24hrs	4	4	3	3	7	3	6	2	2			
	Adjusted	% of repair tickets restored ≤ 24 Hours	1.000	1.000	0.500	0.750	0.583	0.600	0.750	0.667	1.000			
	Out of Service Report	Sum of the duration of all outages (hh:mm)	152.49	30.03	211.14	91.09	652.06	142.15	213.38	60.94	0.90			
	Min. standard = 90% within 24 hrs	Avg. outage duration (hh:mm)	38.12	7.51	35.19	22.77	54.34	28.43	26.67	20.31	0.45			
		Indicate if catastrophic event is in month								No	No			
		Total # of unadjusted outage report tickets							8.00	3.00	2.00			
Una	djusted	Total # of all repair tickets restored in ≤ 24hrs							6.00	2.00	2.00			
Out	of Service Report	% of all repair tickets restored ≤ 24 Hours							0.750	0.667	1.000			1
	-	Sum of the duration of all outages (hh:mm)							213.38	60.94	0.90			1
		Avg. unadjusted outage duration (hh:mm)							26.67	20.31	0.45			
Dof.	ındo	Number of customers who received refunds							0.00	0.00	0.00			
Reit	unds	Monthly amount of refunds							0.00	0.00	0.00			
Anc	wer Time (Trouble Reports, Billing &													
	-Billing) Min. standard = 80% of calls ≤	Total # of calls for TR, Billing & Non-Billing												
	econds to reach live agent (w/ a menu	Total # of call seconds to reach live agent												
		% ≤ 60 seconds												
lobuc	on to reach live agent)													

**Primary Utility Contact Information** 

Name: Rick L. McCarley	Phone: (209) 296-1435	Email: rickm@volcanotel.com
Name: Net L. Medane	1 Holic. (203) 230-1433	Linaii. Hekine voicanotei.com

Date Adopted: 7/28/09

Date Revised: 12/08/09 (Corrects typographical errors)

Company Name:	The Volcano Telephone Co.	U#: 1019	Report Year: 2016
Reporting Unit Type:	☐ Total Company ✓ Exchange ☐ Wire Center	Reporting Unit Name:	West Point 293

Measurement (Compile monthly, file quarterly)		Date filed (05/15/2016) 1st Quarter		Date filed (08/15/2016) 2nd Quarter		Date filed (11/15/2016) 3rd Quarter		Date filed (02/15/2017) <b>4th Quarter</b>						
			Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Installation Interval Min. standard = 5 bus. days		Total # of business days	10	11	18	9	30	25	12	20	23			
		Total # of service orders	8	10	14	9	17	13	9	16	16			
		Avg. # of business days	1.3	1.1	1.3	1.0	1.8	1.9	1.3	1.3	1.4			
Installation Commitment		Total # of installation commitments	96	105	110	91	93	91	83	106	90			
		Total # of installation commitment met	96	105	110	91	93	91	83	106	90			
		Total # of installation commitment missed	0	0	0	0	0	0	0	0	0			
		% of commitment met	100.000%	100.000%	100.000%	100.000%	100.000%	100.000%		100.000%	100.000%			
Customers		Acct # for voice or bundle, res+bus								1690	1686			
Customer Trouble Report														
		Total # of working lines												
	6% (6 per 100 working lines for units	Total # of trouble reports												
ī	w/ ≥ 3,000 lines)	% of trouble reports												
bg	20/ /0 400 1: 1: /	Total # of working lines	1718	1712	1711	1717	1725	1718	1706	1709	1704			
Standard	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of trouble reports	2	6	1	2	1	4	3	1	1			
		% of trouble reports	0.001	0.004	0.001	0.001	0.001	0.002	0.002	0.001	0.001			
Min.	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of working lines												
_		Total # of trouble reports												
		% of trouble reports												
		Total # of outage report tickets	5	4	6	18	9	5	5	3	6			
		Total # of repair tickets restored in ≤ 24hrs	1	4	6	16	5	5	4	2	5		İ	
Adjusted Out of Service Report Min. standard = 90% within 24 hrs		% of repair tickets restored ≤ 24 Hours	0.200	1.000	1.000	0.889	0.556	1.000	0.800	0.667	0.833			
		Sum of the duration of all outages (hh:mm)	140.88	109.73	56.66	196.03	426.48	8.12	64.38	85.46	80.44			
		Avg. outage duration (hh:mm)	28.18	27.43	9.44	10.89	47.39	1.62	12.88	28.49	13.41			
		Indicate if catastrophic event is in month								No	No			
Unadjusted Out of Service Report		Total # of unadjusted outage report tickets							5.00	3.00	6.00			
		Total # of all repair tickets restored in ≤ 24hrs							4.00	2.00	5.00			
		% of all repair tickets restored < 24 Hours							0.800	0.667	0.833			
		Sum of the duration of all outages (hh:mm)							64.38	85.46	80.44			
		Avg. unadjusted outage duration (hh:mm)							12.88	28.49	13.41			
		Number of customers who received refunds							0.00	0.00	0.00			
		Monthly amount of refunds							0.00	0.00	0.00			
Answer Time (Trouble Reports, Billing & Non-Billing) Min. standard = 80% of calls ≤														
		Total # of calls for TR, Billing & Non-Billing												
		Total # of call seconds to reach live agent												
		% ≤ 60 seconds												

**Primary Utility Contact Information** 

Name: Rick L. McCarley	Phone: (209) 296-1435	Email: rickm@volcanotel.com
Marrior Mick El Micourley	1 1101101 (200) 200 1400	Emain noune volcanotolicom

Date Adopted: 7/28/09

Date Revised: 12/08/09 (Corrects typographical errors)